

## Installation instructions for Trend Deep Security Client

It is vitally important that we install the newest version of Trend Antivirus software, now called Deep Security. This needs to be done as soon as possible.

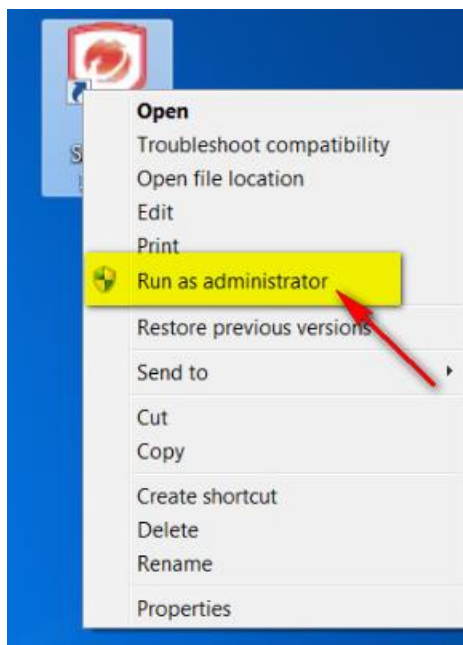
Here are the procedures:

- 1) An icon will be pushed to client desktops that looks like this:



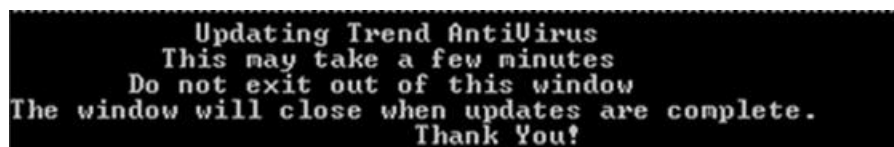
If you do not see the icon, you will need to log off your PC and log back on again.

- 2) Next, depending upon your operating system, there are two possible paths.
  - a) **Windows XP** – simply double-click the icon and the installation will run – be patient, it can take a while
  - b) **Windows 7** – **right click** the icon and select Run as administrator

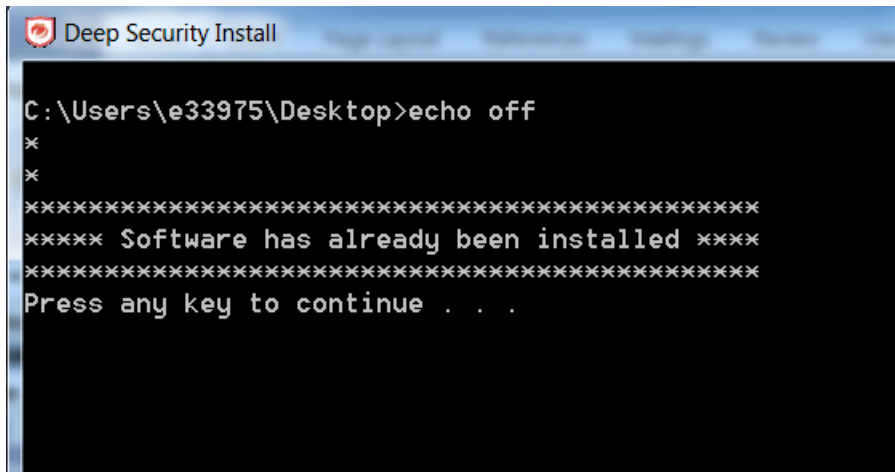


There are several possible windows that the user might see during this installation process.

Please do not close the windows when they appear.

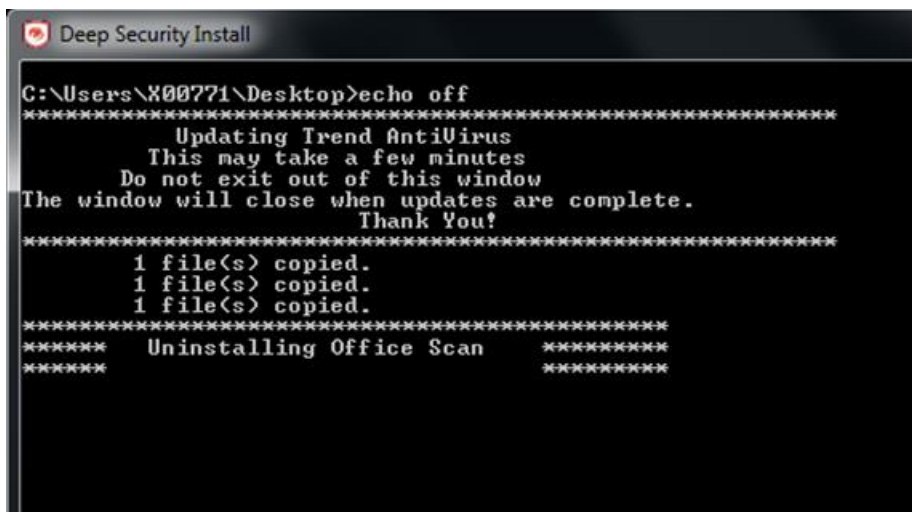


This window shows that you already have the Deep Security client installed, you are good to go.

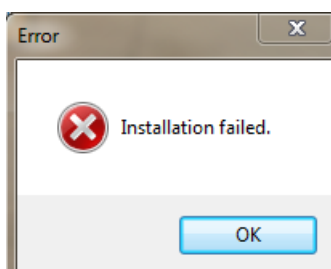


```
C:\Users\e33975\Desktop>echo off
*
*
*****
***** Software has already been installed *****
*****
Press any key to continue . . .
```

This shows that the client uninstallation is underway – but the installation fails because it was not run as Administrator



```
C:\Users\X00771\Desktop>echo off
*****
Updating Trend AntiVirus
This may take a few minutes
Do not exit out of this window
The window will close when updates are complete.
Thank You!
*****
1 file(s) copied.
1 file(s) copied.
1 file(s) copied.
*****
***** Uninstalling Office Scan *****
*****
```



```
Deep Security Install

C:\Users\sysheh\Desktop>echo off
*****
      Updating Trend AntiVirus
      This may take a few minutes
      Do not exit out of this window
      The window will close when updates are complete.
      Thank You!
*****
A subdirectory or file c:\Temp\DSxALL already exists.
  1 file(s) copied.
  1 file(s) copied.
  1 file(s) copied.
*****
***** Uninstalling Office Scan *****
*****
0
***** Office Scan Uninstalled *****
*****
***** Installing Deep Security *****
*****
*****
*
*
***** ERROR! *****
***** YOU MUST RUN AS ADMINISTRATOR *****
*****
***** To run as administrator right *****
***** click on Deep Security *****
***** installation icon and select *****
***** "Run as administrator" *****
*****
***** Answer YES to Prompt to allow *****
***** program to make changes *****
*****
Press any key to continue . . .
```

Otherwise, the uninstall of the old client and reinstall of the new client could take 20 – 30 minutes. The user can continue working during this process.

```
Deep Security Install

C:\Users\sysheh\Desktop>echo off
*****
      Updating Trend AntiVirus
      This may take a few minutes
      Do not exit out of this window
      The window will close when updates are complete.
      Thank You!
*****
A subdirectory or file c:\Temp\DSxALL already exists.
  1 file(s) copied.
  1 file(s) copied.
  1 file(s) copied.
*****
***** Uninstalling Office Scan *****
*****
0
***** Office Scan Uninstalled *****
*****
***** Installing Deep Security *****
*****
*****
*****
*****
```

The above window depicts what the successful install will look like, when completed the window will shut down automatically. You may see some warnings about Windows being unprotected while the uninstall/reinstall takes place, just be patient and wait for the Deep Security client install process. Do not install or activate any other Windows functions.

If you encounter any issues, please contact the ITSD Help Desk. [helpdesk.cabq.gov](mailto:helpdesk.cabq.gov) 768-2930